**Date issued:** 24 February 2022

**Freedom of Information Request**

We are writing in response to your three separate Freedom of Information requests for the same information across three financial years. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our Data and Information Management Policy.

**Your Requests Answered**

**Request 1:**

Can Transport for Wales provide the number of claims for the “Delay Repay scheme” in the year 2019-20? Furthermore, can TfW provide the total amount paid out over the same period?

Total Claims – 72,466                   Total Paid Out – £970,588.30

**Request 2:**

Can Transport for Wales provide the number of claims for the “Delay Repay scheme” in the year 2020-21? Furthermore, can TfW provide the total amount paid out over the same period?

Total Claims –  3,750                  Total Paid Out – £59,411.34

**Request 3:**

Can Transport for Wales provide the number of claims for the “Delay Repay scheme” in the year 2021-22? Furthermore, can TfW provide the total amount paid out over the same period?

Total Claims to w/c 07.02.22 – 31,705                   Total Paid Out – £440,047.10

We hope this information is of use to you.

Yours sincerely,

**Transport for Wales**

**Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at either Transport for Wales, 3 Llys Cdwyn, Pontypridd, CF37 4TH or [freedomofinformation@tfw.wales](mailto:freedomofinformation@tfw.wales). Your request must be submitted within 40 working days of receipt of this letter. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".